

NOW THAT YOU'VE HAD YOUR ASSESSMENT, LET'S GET DOWN TO WORK



What to expect from Home Performance with ENERGY STAR®



Step 1:

The Comprehensive Home Assessment (Energy Audit)

Your participating contractor is required to perform a comprehensive assessment of your home and its energy-using systems, which generally lasts one to three hours. The home assessment provides homeowners with valuable information regarding the existing condition of their homes and identifies areas where energy efficiency, comfort and safety upgrades can be made.

During the home assessment, the contractor completes a visual inspection of the living space, attic, and basement (or crawl space) and performs a number of tests using special diagnostic equipment such as a blower door. The blower door test measures how much air is leaking out of your home. Your contractor will also perform required health and safety tests to ensure that the major combustion appliances (furnace, boiler, hot water tank, stove) are operating properly. If these tests identify any potential threats in the home, BPI health and safety standards require the health and safety-related repairs to be addressed in order for any other Home Performance work to proceed. During the home assessment, you are encouraged to accompany the participating contractor and share any concerns such as drafts, hot spots, cold spots, evidence of moisture or mold, strange smells, even physical symptoms such as persistent headaches or flu-like symptoms.



After the home assessment, your participating contractor will prepare a report to identify areas where improvements can be made and develop a detailed project proposal and an estimate of project costs. Depending on the energy efficiency improvements recommended, your contractor may subcontract work to other specialty companies in order to offer a more comprehensive set of energy efficiency and health and safety upgrades.

Paying for the Work

By using a participating BPI Accredited Home Performance Contractor, attractive financing is available to help pay for the cost of the energy efficiency upgrades. Homeowners can take advantage of cash-back incentives and low-interest rates. Interest rates are subject to change without notice.

For income-qualified households, subsidies are available through Assisted Home Performance with ENERGY STAR. Ask your contractor if you qualify.

Step 2:

The Customer Contract

When you have decided on the improvements you want, you will be presented with a written contract to review and sign. Check this contract carefully.

- Make sure that all the work you want done is detailed, that everything you want to have installed is in the contract, and that there is nothing that you do not want, or do not understand, in the contract.
- In general, the price offered should be a fixed price that cannot be changed without your written permission (see section on “Change Orders”). Make sure the contract clearly states if it’s a fixed-price contract or estimate.
- The contract should cover payment terms, such as a down payment, installment payments, and when the final payment is due.
- The Program recognizes only contracts between a customer and a participating, BPI Accredited Home Performance Contractor. If other contractors are called in to complete a part of the comprehensive work scope, they must be subcontractors to your participating BPI Accredited Home Performance Contractor (unless they also are participating BPI Home Performance Contractors). BPI Accredited Home Performance Contractors typically carry their credentials with them; or you can verify their current status by calling the Program at 1-877-NY-SMART.

Do not sign a contract with a contractor who does not perform a home assessment. Never sign a contract that does not include a detailed work scope and the cost of the proposed work. Prior to signing a contract, you should also discuss the expected project start and completion dates with your contractor. The Office of the Attorney General provides New Yorkers the tools they need to make informed decisions when it comes to hiring a home improvement contractor. Do your homework and hire a qualified home improvement contractor.

Step 3:

Signing the Contract

Once you have signed the contract and the Home Performance Customer Information Form, be sure your participating contractor provides you with a copy of both documents. Your participating contractor will be responsible for submitting copies of the contract and Customer Information Form to the Program. No work can begin until both you and the participating contractor have signed these documents.

Change Orders

The work scope may change during the course of the job. Some causes of these changes include the following:

- The customer decides to add or remove something from the work scope.
- The contractor discovers a problem.
- An opportunity for additional improvements presents itself during construction or installation.

For example, your insulation contractor may discover a potential fire hazard or an open chimney chase while insulating and air sealing an attic. The heating contractor may locate a pipe leak while replacing your boiler. If there are changes in the work scope, known as “Change Orders,” the contractor will give you a signed copy of the change order. Be sure you fully understand the impacts before you agree to the change. The Program requires that, unless warranted by special circumstances, such as health and safety or lack of heat during winter, you should sign, date, and your contractor should submit to the Program all change orders before your contractor installs the new measures – and before you receive any financing or incentives.



Step 4:

Installation of Your Energy Efficiency Improvements

It is recommended you meet with the participating contractor in the morning and again at the end of the day to review completed work. Be aware that as the work is being performed, the normal routine of your household may be disrupted.

Step 5:

Final Tests

The energy efficiency work performed on your home will often result in your home being more airtight. As a Program requirement, the participating contractor must do a 'test-out' after work is complete to ensure that the increased air tightness does not cause air quality or combustion health and safety problems. The participating contractor will repeat the tests performed during the home assessment. It is recommended that you be present during the 'test-out'. On rare occasions, this test process reveals conditions that do not meet the Program's health, safety, and technical requirements. In that case, the participating contractor will recommend modifications to bring your home into compliance with Program standards before a Certificate of Completion can be signed.

Step 6:

Closing Out the Job

The Certificate of Completion – Accepting the job as completed

When all of the work in the original work scope and change orders is substantially complete and the final tests are completed, the participating contractor will prepare a Certificate of Completion for your review and signature. By signing the certificate, you are agreeing that the work on your project has been substantially completed. DO NOT sign the Certificate of Completion until the work (original work scope and change orders) is substantially completed. You should notate on the "punch list" section of the completion certificate any remaining minor items that need completion. Once you sign the Certificate of Completion, your final payment becomes due. Financing and incentives will be processed once the contractor submits the signed Certificate of Completion to the Program.

Step 7:

Follow-up Work and Return Business

If you can't make all the recommended modifications at one time, you can continue to access incentives and financing up to the lifetime caps. Your participating contractor can provide you with more information on the current lifetime caps for Program incentives and financing.



HOW THE PROGRAM WORKS:

Say goodbye to moisture problems, drafty rooms and high utility bills.

You can improve the comfort of your home, use less energy and save up to \$700 annually on your energy costs by participating in the New York Home Performance with ENERGY STAR Program*.

Most New Yorkers qualify for a free or reduced-cost comprehensive home assessment, also referred to as an energy audit, and low-interest loans.** Additionally, participants may be eligible for cash-back incentives.

Let us guide you through the Home Performance with ENERGY STAR Program, from the initial visit, to installation of energy efficiency work through to project completion. When you participate in the Home Performance with ENERGY STAR Program you will be working with a Building Performance Institute (BPI) Accredited home improvement contractor. BPI is a leading developer of technical standards for home performance and weatherization retrofit work that are recognized across North America.

BPI contractors have been trained in taking a “whole-house” approach when testing your home and identifying where energy efficiency upgrades can be made. If you have not done so already, find a contractor by visiting GetEnergySmart.org/home-performance for a list of participating BPI Accredited Home Performance Contractors in your area.

PLEASE NOTE: Participating contractors will provide you with a written warranty on labor and materials for a minimum of one (1) year from the date the service is performed. Equipment installed will carry the manufacturer's warranty and any optional extended-warranty coverage that you select. Neither the New York State Energy Research and Development Authority (NYSERDA), nor Conservation Services Group (CSG), the Program implementer, warrants the products and/or services of participating contractors; nor are they responsible or liable for any work performed by participating contractors or their suppliers. Participating contractors are responsible for dealing directly with any customer concerns about quality and workmanship.

To obtain information on a participating contractor's customer dispute resolution policies, contact BPI at 518-899-2727. For all other questions about Home Performance with ENERGY STAR, visit GetEnergySmart.org or call 1-877-NY-SMART.

*Actual savings may vary based upon efficiency measures selected, age of home, appliances, equipment and other factors. A participating contractor can help evaluate potential savings.

**Financing, energy audits, and workforce development opportunities made available through the Green Jobs-Green NY Act of 2009.

NYSERDA, the New York State Energy Research and Development Authority, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce their reliance on fossil fuels. NYSERDA professionals work to protect our environment and create clean-energy jobs. A public benefit corporation, NYSERDA has been developing partnerships to advance innovative energy solutions in New York since 1975.



ACCREDITED
CONTRACTOR

